Government of Saskatchewan

Annual Report 1985-86

Saskatchewan Consumer and Commercial Affairs

Table of Contents

2 Letters of Transmittal

3 Department Mission

4 Organization Chart

5 Acts Administered by Saskatchewan Consumer and Commercial Affairs

8 Administrative Services Branch

10 Corporations Branch

12 Education and Communications Branch

16 Film Classification Board

18 Licensing and Investigation Branch

21 Planning and Policy Branch

21 Provincial Mediation Board/Office of the Rentalsman

25 Auditor's Report: The Provincial Mediation Board Trust Acount. Office of the Rentalsman — Security Deposits, Financial Statements

27 Auditor's Report: The Provincial Mediation Board Trust Account, Financial Statements

29 Regional Offices

Letters of Transmittal

June 25, 1986.

To His Honour,
The Honourable Frederick W. Johnson,
Lieutenant Governor of the Province of Saskatchewan.

Sir:

I have the honour to submit herewith the Sixth Annual Report of the Saskatchewan Department of Consumer and Commercial Affairs for the fiscal year ended March 31, 1986.

Respectfully submitted,

Joan H. Duncan,
Minister,
Saskatchewan Consumer and Commercial Affairs.

To the Honourable Joan H. Duncan,
Minister,
Saskatchewan Consumer and Commercial Affairs.

Madam:

I have the honour to present the Sixth Annual Report of the Saskatchewan Department of Consumer and Commercial Affairs for the fiscal year ended March 31, 1986.

One of the highlights of the year was the introduction of **The Film and Video Classification Act**. As well, other initiatives took place with regard to self-administration in the insurance industry and extensive consultation with various industry sectors.

Diverse programs and services continue to give this Department the opportunity to be in contact with a large percentage of the Saskatchewan public. Through business licensing and registering, complaint and enquiry handling, and education and communication programs, the Department had approximately 265,000 direct contacts with consumers and businesses throughout the year.

Many others were reached indirectly through initiatives such as the Facilitators Program, extension of product information to the Public Library System, and the distribution of nearly 310,000 department-produced education and information materials. Our programs continue to reinforce the belief that it is better to educate than legislate.

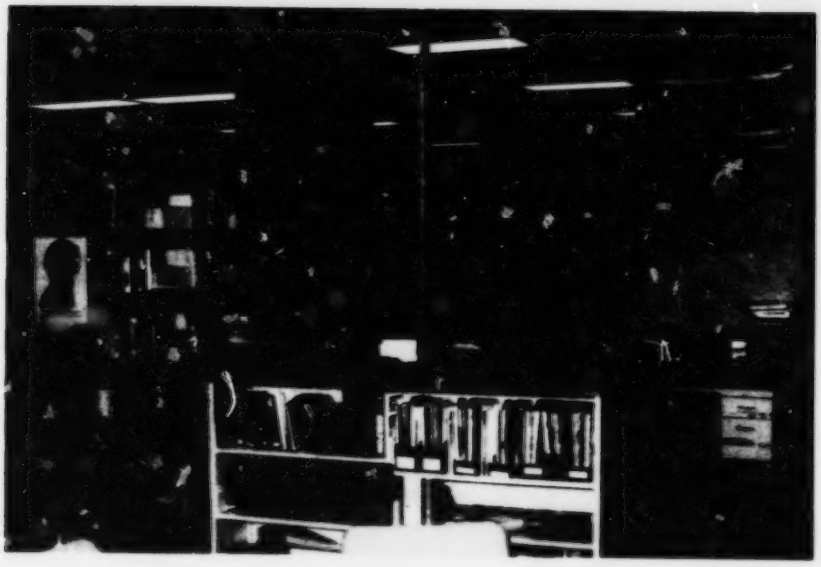
Respectfully submitted,

Ronald J. Kesslar,
Deputy Minister,
Saskatchewan Consumer and Commercial Affairs.

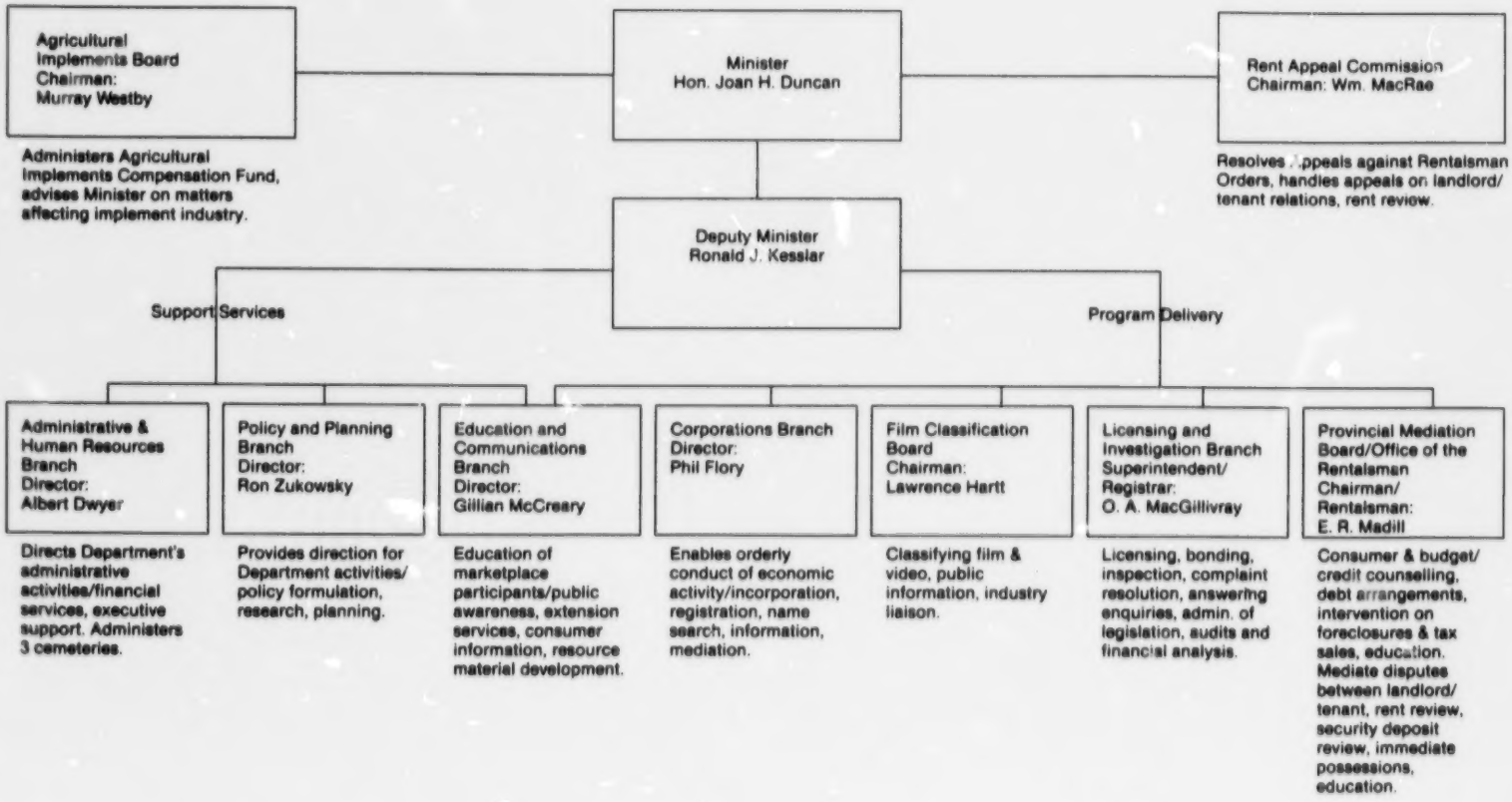
Department Mission

The general mandate of the Department is to promote the integrity of the marketplace to achieve the following objectives:

- To promote consumer and business awareness, respect and understanding of their own and each other's rights and responsibilities;
- To develop and promote consumer competency in the exchange of goods and services;
- To ensure that basic standards of conduct in the marketplace are upheld.



Organization Chart, 1985-86


Agricultural Implements Board
Chairman: Murray Westby
Administers Agricultural Implements Compensation Fund, advises Minister on matters affecting implement industry.
Minister
Hon. Joan H. Duncan
Rent Appeal Commission
Chairman: Wm. MacRae
Resolves appeals against Rentalsman Orders, handles appeals on landlord/tenant relations, rent review.
Deputy Minister
Ronald J. Kesslar
Support Services
Program Delivery
Administrative & Human Resources Branch
Director: Albert Dwyer
Directs Department's administrative activities/financial services, executive support. Administers 3 cemeteries.
Policy and Planning Branch
Director: Ron Zukowsky
Provides direction for Department activities/policy formulation, research, planning.
Education and Communications Branch
Director: Gillian McCreary
Education of marketplace participants/public awareness, extension services, consumer information, resource material development.
Corporations Branch
Director: Phil Flory
Enables orderly conduct of economic activity/incorporation, registration, name search, information, mediation.
Film Classification Board
Chairman: Lawrence Hartt
Classifying film & video, public information, industry liaison.
Licensing and Investigation Branch
Superintendent/Registrar: O. A. MacGillivray
Licensing, bonding, inspection, complaint resolution, answering enquiries, admin. of legislation, audits and financial analysis.
Provincial Mediation Board/Office of the Rentalsman
Chairman/Rentalsman: E. R. Madill
Consumer & budget/credit counselling, debt arrangements, intervention on foreclosures & tax sales, education. Mediate disputes between landlord/tenant, rent review, security deposit review, immediate possessions, education.

Acts Administered by Saskatchewan Consumer and Commercial Affairs, 1985-86

The Agricultural Implements Act
The Auctioneers Act
The Business Corporations Act
The Business Names Registration Act
The Cemeteries Act
The Collection Agents Act
The Companies Act
The Companies Winding Up Act
The Condominium Property Act
The Consumer Products Warranties Act
The Cost of Credit Disclosure Act
The Credit Reporting Agencies Act
The Department of Consumer and Commercial Affairs Act
The Direct Sellers Act
The Film and Video Classification Act
The Guarantee Companies Securities Act
The Home Owners Protection Act
The Investment Contracts Act
The Landlord and Tenant Act
The Mortgage Brokers Act
The Motor Dealers Act
The Municipal Hail Insurance Act
The Names of Homes Act
The Non-profit Corporations Act
The Partnership Act
The Provincial Mediation Board Act
The Pyramid Franchises Act
The Real Estate Brokers Act
The Religious Societies Land Act
The Residential Tenancies Act
The Sale of Training Courses Act
The Saskatchewan Insurance Act
The Trust and Loan Corporations Act
The Unsolicited Goods and Credit Cards Act

Acts Administered in Part by or Establishing a Function for the Department, 1985-86

* The Accredited Public Accountants Act, s.39-42, 45

** The Agricultural Leaseholds Act, s.5-10

* The Agrologists Act, s.38, 40-46

* The Architects Act, s.41, 44-46

* The Association of School Business Officials of Saskatchewan Act, s.31-33

* The Canadian Institute of Management (Saskatchewan Division) Act, s.16

* The Certified General Accountants Act, s.40-43

* The Chartered Accountants Act 1986, s.36, 39-40

* The Chiropody Profession Act, s.36, 39-42

* The Chiropractic Act, s.27-30

* The Community Planning Profession Act, s.51, 54-56

* The Dental Profession Act 1978, s.60, 62-64

* The Dental Technicians Act, s.14, 17-19

* The Dental Therapist Act, s.34, 35, 37

* The Denturists Act, s.36, 38, 40, 41

* The Engineering Profession Act, s.60, 61, 64-66

** The Farm Security Act, s.3-7

*** The Home Energy Loan Act

** The Land Contracts (Actions) Act, s.3

** The Land Titles Act, s.134

* The League of Educational Administrators, Directors and Superintendents Act, s.36,41

* The Legal Profession Act, s.98, 101, 103

**** The Libel and Slander Act, s. 18, 21-24

** The Limitation of Civil Rights Act, s.24

* The Management Accountants Act, s.35, 38-41

* The Medical Profession Act 1981, s.87, 88, 92-94

* The Naturopathy Act, s.20

* The Opthalmic Dispensers Act, s.36, 38, 40, 41

* The Optometry Act, s.48, 51-53

* The Osteopathic Practice Act, s.21, 24-27

* The Pharmacy Act, s.113, 115, 118-120

* The Physical Therapists Act, s.20

* The Professional Dieticians Act, s.12, 15-17

* The Psychiatric Nurses Act, s.22, 25, 27, 28

* The Registered Music Teachers Act, s.13, 16-19

* The Registered Nurses Act 1978, s.15-18

* The Registered Occupational Therapists Act, s.24, 27-29

* The Registered Psychologists Act, s.18, 21-23

* The Registered Social Workers Act, s.22, 25

** The Rural Municipalities Act, s.336 (Repealed June 11, 1985)

* The Rural Municipalities Administrators Act, s.28, 31-33

* The Saskatchewan Embalmers Act, s.51, 54-56

* The Saskatchewan Land Surveyors Act, s.60, 63-65

** The Tax Enforcement Act, s.25, 26, 31

* The Teacher's Federation Act, s.32, 49, 50

* The Urban Municipal Administrators Act, s.36, 39-41

* The Veterinarians Act, s.21, 22, 25-27

* The X-Ray Technicians Act, s.19, 22-24

* The Department receives copies of bylaws and membership lists, oversees bylaws and submits bylaws to the Legislature.

** This Act establishes a function for the Provincial Mediation Board.

*** The Registrar under the Act is from the Department of Consumer and Commercial Affairs.

**** The Department receives annual returns of newspaper titles, proprietors, editors and publishers.

Federal Acts Administered in Part by or Establishing a Function for the Department

Criminal Code: Lottery Licensing (Sec. 190)
Bankruptcy Act, Part X (Orderly Payment of Debts)
Combines Investigation Act; Pyramid Selling (Sec. 36.3)
Tax Rebate Discounting Act (Sec. 6)

Administrative Services Branch

The Administrative Services Branch directs and controls the Department's administrative activities, co-ordinates staff training and provides support services to other Branches, Boards and Commissions within the Department.

Financial

The Branch assists the Department in the management and accounting of its revenues and expenditures.

It is responsible for authorizing and making payments out of the Department's appropriation in accordance with established financial policy, budgetary restrictions and legislative authority. All expenditure requests are reviewed to ensure adequate funds exist in the appropriation and are then processed for payment. The Branch also maintains records of the Department's expenditures and revenues and provides forecasts to the Department of Finance on these activities.

In addition, the Branch is responsible for developing and improving the Department's financial and accounting procedures. The Branch reviews the Provincial Auditors reports and ensures that action is taken on any control problem areas.

Grants to the Consumers' Association of Canada and to Cemetery Companies in Default are administered by this Branch.

The Branch also administers and prepares financial statements on two trust accounts:

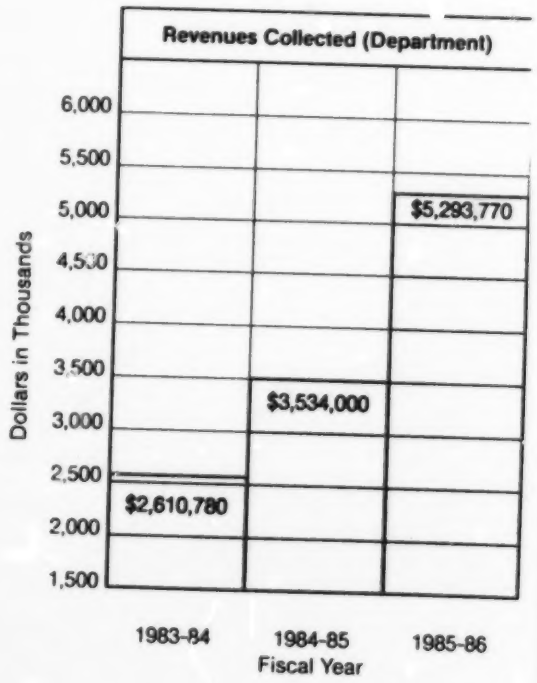
The Provincial Mediation Board Trust Account
The Agricultural Implements Compensation Fund

It is also responsible for managing and administering three commercial cemeteries.

Assistance and co-ordination are also provided in the preparation of the Department's annual budget and estimates. In addition, the Branch is responsible for preparing replies to Questions and Returns during the Legislative Sessions.

Revenues Collected

	1983-84	1984-85	1985-86
Administrative Services	2,945	3,600	11,020
Licensing and Investigation	1,041,290	1,754,800	3,321,820
Film Classification Board	63,590	63,500	50,780
Corporations Saskatchewan Securities Commission	1,373,810	1,496,000	1,672,300
	129,145	216,100	237,850
	$2,610,780	$3,534,000	$5,293,770



During the year under review, the Branch also processed 2,766 revenue refunds totalling $106,697.14.

Expenditures Processed

	1983-84	1984-85	1985-86
Amounts	$5,135,680	$5,666,740	$5,419,140

Comparisons of "Actuals" to Estimated Expenditures (in thousands)

Program	1985-86 Estimates	1985-86 Actuals	Over (Under) Variance	%	Explanation
Administrative Services	$ 643.3	$ 671.9	$28.6	4	
Planning and Policy	177.5	274.6	97.1	55	1
Education and Communications	666.9	675.3	8.4	1	
Licensing and Investigation	1,182.5	1,368.2	185.7	16	2
Film Classification Board	35.7	93.3	57.6	161	3
Office of the Rentalsman	642.3	651.9	9.6	2	
Provincial Mediation Board	420.7	478.3	57.6	14	4
Rent Appeal Commission	62.0	59.5	(2.5)	(4)	
Corporations	725.8	809.2	83.4	12	5
Sask. Securities Commission	489.9	290.9	(199.0)	(68)	6
Grant — C.A.C.	8.0	8.0	—	—	
Grant — Cemeteries in Default	35.0	38.0	3.0	9	7
Department Totals	5,089.6	5,419.1	329.5	6	

Expenditures Processed Explanation of Differences of 6%

1. The Department undertook an Inquiry into Commercial Bingos. An inquiry board was established consisting of 3 members who held hearings throughout the province to receive public input on concerns regarding commercial bingos.

2. The Agricultural Implements Board along with 5 positions transferred into the Department from Agriculture in November, 1985.

3. **The Film and Video Classification Act** came into being. This resulted in increased activity to accommodate the classifying of all videos as well as films.

4. Increased activity under **The Residential Tenancies Act** resulted in increased costs associated with reviewing cases and preparation of Orders by per diem Board Members.

5. Increased salary costs due to SGEU settlement as well as increased costs associated with program.

6. Saskatchewan Securities Commission transferred to Department of Justice - January 1, 1986.

7. Decreased revenue resulting in fewer funds to offset expenses.

Support Services

The support services managed by the Branch and provided to the Department are procurement and maintenance of equipment, furniture, supplies and vehicles, mail and telephone services, co-ordination of parking and space requirements.

During the year in review, the Department underwent a major change to its telephone system, and the Branch was instrumental in co-ordinating the Department's requirements and implementing the changes.

In addition, the Branch was involved in co-ordinating renovations to the space at 1871 Smith Street to accommodate the Film Classification Board. This renovation project, which will be completed in 1986-87, will see the entire Regina-based Department housed within one location, enabling the Department to serve all its clients more effectively.

Corporations Branch

The Branch administers the following legislation:

The Business Corporations Act
The Business Names Registration Act
The Companies Act
The Companies Winding Up Act
The Libel and Slander Act
The Names of Homes Act
The Non-profit Corporations Act
The Partnership Act

The Corporations Branch incorporates Saskatchewan-based business corporations and non-profit corporations. The Branch registers extra-provincial business and non-profit corporations enabling them to conduct their business or activities in Saskatchewan. It also registers the business names under which unincorporated sole proprietorships and partnerships operate.

In addition, the Corporations Branch maintains a registry of "names" to ensure that names identical or very similar to existing registered names are not used by new entities. This prevents confusion or deception in the use of names in the marketplace and protects goodwill and reputations that have been built up by particular names.

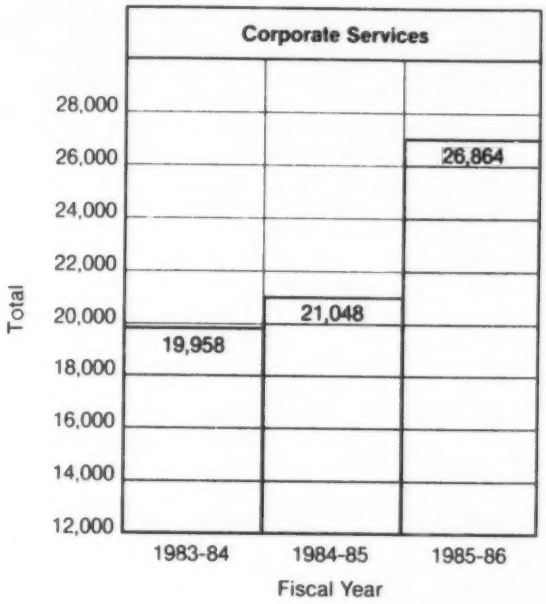
An up-to-date, retrievable and reproducible repository of information on business, non-profit corporations and unincorporated business entities is maintained by the Branch. This information can be obtained by the public upon request -- in person, by telephone or by mail. During the year an on-line system for retrieving information from the computer register system was implemented. This provides quicker access to the information than the previous method of retrieval.

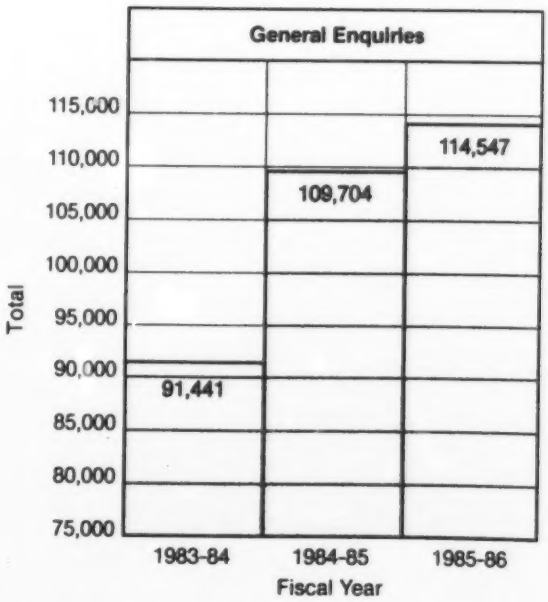
The level of activity in new corporate registrations and incorporations has been steady during the last three fiscal years as reflected in the statistics. Registrations of names under **The Business Names Registration Act** have increased considerably over 1984-85 (by 28%).

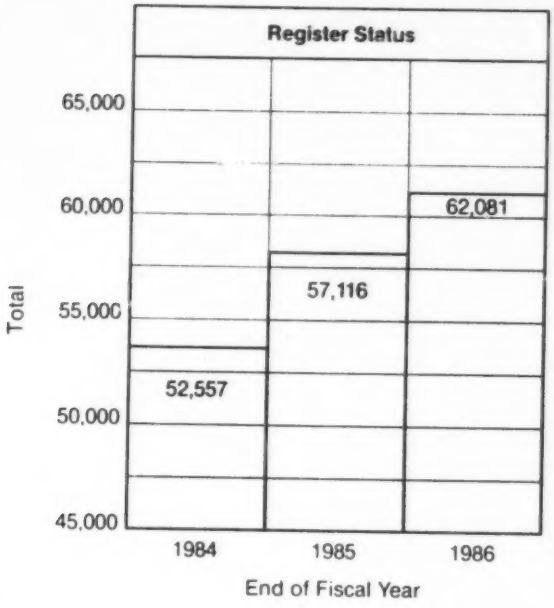
A new kit, *A Guide for Incorporating*, under **The Non-profit Corporations Act**, was produced for groups and organizations considering incorporation. The kit is expected to decrease the number of specific requests to the Department regarding details of incorporation.

Lists of the membership and bylaws of 40 professional associations such as those of accountants, music teachers, doctors and lawyers are kept by the Branch.

Levels of Activity







Statistical Summary

Branch Services	1983-84	1984-85	1985-86
New Business Corporations Incorporated and Registered	3,926	3,930	3,923
New Non-profit Corporations Incorporated and Registered	443	517	516
New Business Names Registered	4,500	4,432	5,698
Name Availability	11,089	12,169	16,727
Totals	**19,958**	**21,048**	**26,864**
General Enquiries (Corporations)	91,441	109,704	114,547

Register Status	March 31, 1984	March 31, 1985	March 31, 1986
Saskatchewan Corporations on Register	27,540	28,643	29,543
Extra-provincial Corporations on Register	6,336	6,444	6,507
Total Corporations on Register	**33,876**	**35,087**	**36,050**
Non-profit Saskatchewan Corporations on Register	3,972	4,550	4,675
Non-profit Extra-provincial Corporations on Register	30	35	33
Total Non-profit Corporations on Register	**4,002**	**4,585**	**4,708**
Total Business Names on Register	**14,679**	**17,444**	**21,323**
Totals	**52,557**	**57,116**	**62,081**

Education and Communications Branch

The Branch delivers public programs and provides a support service to other Branches, Boards and Commissions in the Department.

The Branch's mandate is to provide information, education and resources on consumer and commercial matters to the Saskatchewan public. Programs are designed to increase the knowledge and awareness of both buyers and sellers with regard to their rights and responsibilities in the marketplace, and to improve consumer decision-making and life skills. Ongoing education and information programs are required in a rapidly changing and complex marketplace.

During the year under review, Branch staff represented the Department on the following committees:

- Toxicology Centre, Board of Directors
- Saskatchewan Child and Youth Safety Committee
- Saskatchewan Plumbing Advisory Group
- Standing Interdepartmental Co-ordinating Committee on Aging
- Interdepartmental Mobile Home Committee
- Planning Committee of the Canadian Research Institute for the Advancement of Women
- Interdepartmental Commiteee on Equality for Women

Communication Activities

The Branch initiated several new programs to inform the public on a number of consumer issues and to make the public aware of the Department's consumer and commercial programs and services.

The introduction of **The Film and Video Classification Act** prompted one such initiative. A series of radio, television, and newspaper ads as well as a number of direct mailings to the film and videocassette industry prepared both consumers and businesses for the changes and requirements under the new Act. Print materials developed for the program include a poster, a brochure entitled *Film and Video Classification in Saskatchewan*, and factsheet, *Film and Video Classification: How It's Done*. These materials were widely distributed to theatres, video retailers, rack jobbers and a number of groups and agencies throughout the province.

The Branch provided communications services to the Saskatchewan Commercial Bingo Inquiry including production of print ads, brochures, poster, and news releases, print requirements and distribution of information and final reports.

The "Of Consuming Interest" column continues to bring practical advice and information useful in marketplace situations to weekly newspaper readers of Saskatchewan. "Marketplace Matters", a companion "column" of consumer information for the electronic media was developed for use by announcers as fillers or as the basis for news stories and interviews. Both "columns" enjoy a good pick-up rate and have elicited good response.

Subscriptions to the Department's newsletter, *The Consumer Times*, increased significantly during the year. Another "newsletter" was developed for the business community. *The Business Corner*, a quarterly, was distributed to business groups and businesses with whom the Department has a direct contact because of licensing requirements.

Three new publications were developed and printed: *Provincial Mediation Board* brochure, *Saskatchewan Consumer Law* brochure, and *Saskatchewan Consumer Law: A Business Guide*. New Buylines included: "Automated Tellers", "Automatic Shopping: Universal Product Code" and "Income Tax Discounters". Due to the high demand for information materials, a number of other publications, including all the rent-related materials, were reprinted.

The theme of Consumer Week in October, "Satisfied Customers Mean Good Business" promoted better consumer and business relations and understanding. The highlight of the week featured the fifth annual Consumer Award of Merit Ceremony. The winner was Eugenia Sackville, a distinguished Saskatoon consumer educator. As part of Heritage Year, a special Heritage Award was presented to John Bushell, owner of Canada Drug and Book Company Limited of Regina, the oldest, continuously incorporated business in Saskatchewan (incorporated November 30, 1896).

The Branch continues to be responsible for the Department's media relations, print requirements and general communications strategies. Editorial services, public relations consultations, the development of speeches and news releases, and the co-ordination of news conferences are provided as a support service to other program areas. During the year, media from throughout the province, contacted staff for interviews or information on 127 occasions.

Education/Extension Activities

Program emphasis continued in the areas of training others to deliver programs directly to the public and to various clients to reach as many members of the public as possible. The focus has been on providing education programs in addition to the necessary information tools in order that both consumers and business people can help solve their problems in and have a better understanding of the Saskatchewan marketplace.

Work in the field continues primarily for purposes of needs assessment, promotion of resources and services of the Department, promotion of marketplace education and field-testing of developed resources. This work took the form of workshops, seminars, and classes, provision of consultative services, and meetings with community leaders and key individuals in various organizations, agencies and educational systems.

The **Facilitators Program** continues to expand. During the fiscal year, the program was started up in three other communities (Prince Albert, North Battleford and Lanigan), and recruitment has started in the Moose Jaw area. A promotion program included direct mail to community and special groups in those areas, distribution of a poster, print and radio ads, extensive use of Cable TV and interviews with news media, and use of the Department's existing communication tools. The Program has proved highly popular in these communities, as well as in Regina and Saskatoon, providing opportunities for more consumer education skill development. The Department provides initial training to volunteer facilitators, training updates, resources and audio visual materials, and travel costs. Requesting agencies are asked to pay an honorarium directly to the facilitator, if at all possible, and these have been provided 60% of the time.

Since the Program's inception, 291 programs have been completed and 7,767 people have attended.

In addition to the extension programming, staff directly delivered twelve seminars/workshops to the public on a variety of consumer-related topics and issues: consumer law, renting, credit, advertising and pornography. Staff also conducted a number of workshops for professional groups throughout the province.

In order to integrate consumer skills into the formal educational systems, discussions with other Departments are ongoing. Work is progressing on a number of joint programs in the area of resource development for specific curricula.

Two new resources were developed and disseminated:
Credit in Your Interest - a self-help kit on credit: advantages and disadvantages, cost of credit, credit rating, credit costs and problems.
Renting Your First Home - developed for first time renters, especially students leaving home for the first time.

Due to demand, all the money management materials and the *Food...Of Consuming Interest* and *Advertising* kits were reprinted.

These and other resources are made available to individuals and groups across the province to a variety of targets: community and professional group leaders, educators, provincial associations, business groups, special needs groups and youth. The kits provide self-help instructional guidance and course outlines used in classrooms, group settings, as well as to facilitators providing consumer education workshops and seminars to the public and customer relations seminars to the business community.

Business and Industry Co-operation

Work continued in the development of Customer Relations Programs to the business community. A two-day training session was held in Swift Current for 6 volunteer chamber members, who agreed to then provide customer relations programs to other business people in their areas. The community college provided organizational support, and the Department provided resources (the basis is *The Marketplace* package) and a consultative service. To date 3 programs for 84 business people were conducted by these chamber facilitators.

Promotion for the Program included sending out of the resource material to Chambers of Commerce across the province as well as print-advertising of the program in Swift Current and surrounding weeklies and numerous meetings with the local Chambers and Community College.

The Branch has initiated several contacts with industry with a view to co-operating in the development and promotion of consumer education resources and programs. Contacts have been made with agencies in the insurance, home building, and publishing industries. Other avenues of co-operation are continually being explored with other sectors of the business community.

Programs for Seniors

Approximately 4000 copies of *The Senior Consumer: Protect Yourself* were distributed (6000 in the last fiscal year) to seniors, as well as to agencies and professionals working with seniors: home care, senior citizens centres, public health nurses and hospitals. The Facilitators Program is being expanded to include a specific program for seniors, using the contents of *The Senior Consumer* kit as a base. Recruitment and development of additional material is underway.

The Department also participated in three conferences for seniors:

- First interdepartmental workshop for seniors (Yorkton), co-ordinated by the Senior's Bureau. Workshops on consumer law and complaints were held.
- Seniors' conference "Crime, Fraud, Abuse: The Elder Victim" (Regina). Three workshops on Frauds Against Seniors were held.
- Seniors' Conference (Saskatoon). Workshops were held on consumer law and rights and responsibilities.

The Branch has a representative on the Communications Committee, SICCOA - Standing Interdepartmental Co-ordinating Committee on Aging. The Committee is working to "catalogue" all printed and AV materials relating to the Government's services to seniors in every department and agency.

Consumer Information Centre

The Consumer Information Centre, located in Regina, is a central clearing house providing consumer/commercial information and education resource materials to consumers, businesses, teachers, community groups and professional organizations across the Province. The Centre continues to be the public's point of contact for requests for Department publications, consumer product information (pre-buying information), and consumer/commercial education resources.

The Consumer Product Information Service continues to expand. Questions on safety aspects and efficiency of various consumer products were prevalent. Requests for information on appliances, the new technology equipment, used cars and water filters continued to be of great interest and concern.

The extension of the Consumer Information Service to eleven city libraries, and the Regional Libraries has proved valuable. An evaluation of the program was carried out and findings include that all libraries were very satisfied with the service, and that this consumer product information was a useful addition to the services provided to their patrons.

As part of Consumer Week the availability of the product information service was highlighted on Dairy Producers Co-op milk cartons. In addition, ten thousand book bags highlighting the product information service in the libraries were distributed during the winter.

Monthly updates were sent to all libraries at regular intervals. This service, now available through their local library, allows more people easier access to pre-buying information enabling them to help themselves get better value in the Saskatchewan marketplace.

The Product Information Service is also available in the regional offices in Saskatoon and Prince Albert.

During the fiscal year, steps were taken to update the consumer education collection which is loaned out to educators and community leaders across the province. In order to make the consumer education collection known to more teachers, the following new bibliographies were developed and distributed:

- *Preschool, Division I and II Resources for Consumer Education*
- *Resource Guide to the Division III Health Education Curriculum*

The latter guide has been particularly popular with the Health Education teachers across the province.

Two table-top displays were purchased and designed for use at conventions and speaking engagements.

The Department staffed displays on the following occasions:
Seniors' "Summer Games" - Saskatoon
Rainbow Youth Health Fair - Regina
Consumers' Association of Canada National Annual Meeting - Saskatoon
Professional Exchange Seminar, Saskatchewan Teachers' Federation - Regina
Teachers' Annual Convention (Indian Head-Moosomin) - Saskatoon
Adult Basic Education Annual Conference - Moose Jaw
Consumer Week - Award of Merit Ceremony

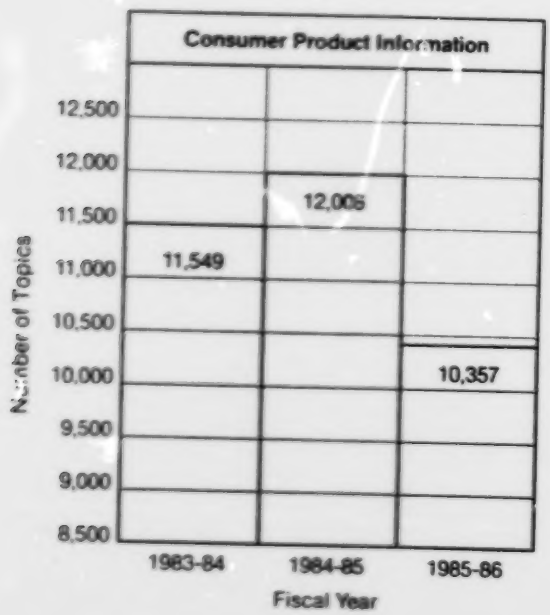
Distribution of Materials

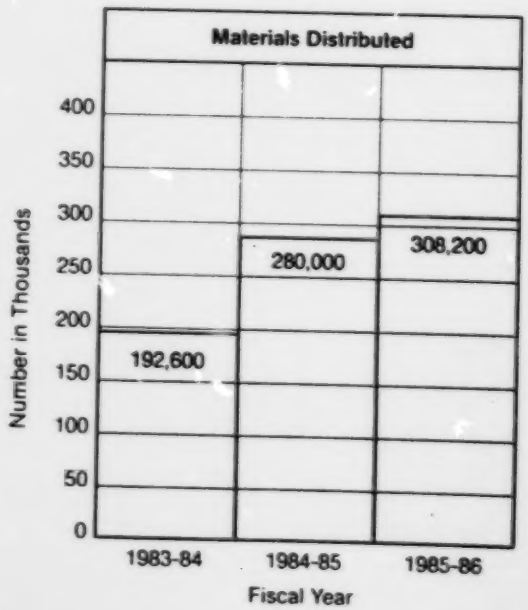
Distribution of Department produced material is ongoing through Branch programs (workshops and seminars, Facilitators Program, Customer Relations Program, product information mail-outs, library extension, displays and direct requests) and through the use of the Branch's comprehensive mailing list of client groups, agencies and key individuals.

Several comprehensive mail-outs were completed during the year to the appropriate agencies/individuals on our mailing lists.

During the year under review the total number of materials distributed to the public through programs, mail-outs and in response to requests was 308,230 items.

Levels of Activity





Statistical Summary

Branch Services	1983-84	1984-85	1985-86
Number of Education/Extension Programs	104	175*	188*
Requests, Consumer Information Centre	10,578	11,168	9,689
Consumer Product Information Topics	11,549	12,006	10,357**
Resource Material Loans	2,639	2,253	2,311
Total Number of Department Resource and Information Materials Distributed	192,600	280,000	308,200

* Includes Facilitators and Seniors Teaching Seniors Programs
** Reflects extension of service to Saskatchewan Library Systems

Film Classification Board

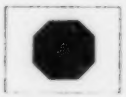
Under the authority of **The Theatres and Cinematographs Act**, the Film Classification Board classified all motion pictures intended for public exhibition in theatres in Saskatchewan. With the introduction of new legislation, **The Film and Video Classification Act**, the responsibility of the Board has been expanded to include all videocassettes and discs rented or sold through retail outlets in Saskatchewan.

The legislation also calls for new classification categories for both motion pictures and video materials. Labelling of all video materials with colour-coded symbols is a further requirement. The new classifications are:

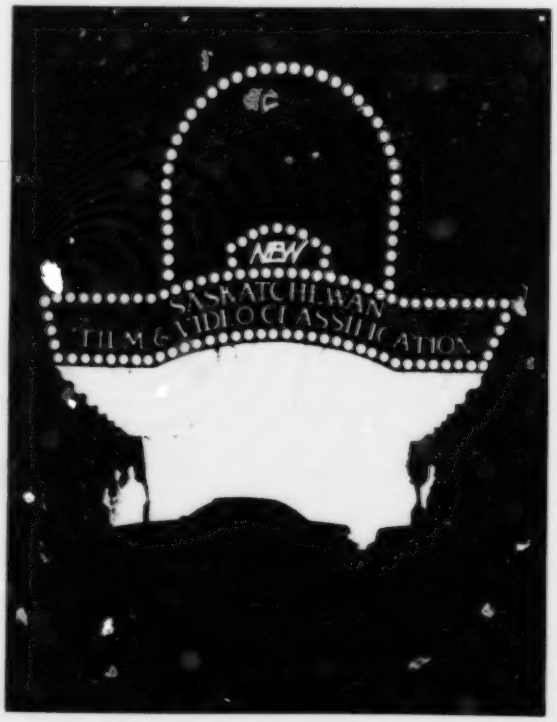
GENERAL Material is suitable for all ages. The videocassette color sticker is **green.**

PARENTAL GUIDANCE (Suggested) Material may be of more mature content than "General". Parental guidance is suggested, but children are permitted unsupervised access. Videocassettes have a **yellow** sticker.

PARENTAL ACCOMPANIMENT (Required) Persons under 14 years of age must be accompanied by a parent. The material contains more graphic and intense scenes and language. All video material in this classification will have an **orange** sticker.



RESTRICTED Only persons 18 years of age or older may view these films in a public theatre or buy or rent these materials at a video retail outlet. Graphic scenes and/or language is contained in these materials. "Restricted" videocassettes will be identified with a **red** sticker.



In addition to the classifications, warning captions may be used to describe the content of film and video material:

Violence
Brutal Violence
Frightening Scenes
Horror
Sexual Content
Explicit Sex
Nudity
May Offend Some
Coarse Language
Profane Language
Not Suitable for Children

In order to facilitate the transition to the new system, the Board:

- consulted with industry on the transition process;
- developed and distributed an initial catalogue of videocassette titles with classifications for video retailers;
- sent information to all theatres, video retailers and rack jobbers;
- distributed new film classification cards to the theatres;
- reviewed advertisements by theatres; and,
- conducted field visits throughout the province.

The Board has also held discussions with other provincial jurisdictions. These discussions have led to negotiating with Manitoba and Ontario to jointly classify materials and to share these classifications.

Statistical Summary

Films Viewed by Category under The Theatres and Cinematographers Act

	1983-84	1984-85
General	10	8
Adult	106	134
Restricted Adult	72	66
Special X	31	23
Total	**219**	**231**

Films and Video Materials Viewed by Category under The Film and Video Classification Act

	1985-86
General	9
Parental Guidance	68
Parental Accompaniment	71
Restricted	73
Total	**221***

* Although the new system was not used until January 1, 1986, films classified to December 31, 1985 were also brought under the new system.

Licensing and Investigation Branch

The Licensing and Investigation Branch administers the following legislation:

The Agricultural Implements Act
The Auctioneers Act
The Cemeteries Act
The Collection Agents Act
The Condominium Property Act
The Consumer Products Warranties Act
The Cost of Credit Disclosure Act
The Credit Reporting Agencies Act
The Direct Sellers Act
The Guarantee Companies Securities Act
The Investment Contracts Act
The Mortgage Brokers Act
The Motor Dealers Act
The Municipal Hail Insurance Act
The Pyramid Franchises Act
The Real Estate Brokers Act
The Religious Societies Land Act
The Sale of Training Courses Act
The Saskatchewan Insurance Act
The Trust and Loan Companies Licensing Act
The Unsolicited Goods and Credit Cards Act

In addition, the Branch administers the federal **Tax Rebate Discounting Act** which regulates the amount that tax discounters must pay taxpayers when they purchase the taxpayer's rebate. The Branch also administers the licensing of bingos, raffles, casinos and "breakopens" under the authority of Section 190 of the **Criminal Code** of Canada.

As of November 1, 1985, the Licensing and Investigation Branch became responsible for the Agricultural Implements Board, which was transferred from the Department of Agriculture.

Complaints and enquiries from consumers and businesses requesting information on the Acts administered as well as marketplace issues and problems are handled. Consumers complaints are mediated between buyer and seller to arrive at a mutually satisfactory resolution of the problem. Practical advice is given both before and after the purchase has been made. The majority of justified consumer complaints were satisfactorily resolved through mediation.

Licensing

The Branch receives, processes and issues licences and ensures that consumers can identify the seller, can be assured of their legal rights under each licensing statute, and can take remedial action against sellers who do not comply with the statutes or who breach a contract.

To ensure that monetary redress is available to consumers, the majority of licensing statutes requires a penal bond to be posted by the seller. The bond monies are available to settle outstanding claims or otherwise compensate consumers if they are victimized by a seller or if a company goes into bankruptcy. A penal bond is not required under **The Real Estate Brokers Act**; however, contributions to the Real Estate Compensation fund are a prerequisite to licensing and provide protection similar to that provided by a penal bond.

Bonds which were forfeited under various licensing statutes are now held by the Department. During the year, bond monies were paid out and/or court judgements satisfied totalling $53,285.64.

The Branch is responsible for the enforcement of the licensing statutes.

Complaints of non-compliance of licensing requirements are also investigated. Periodic audits and field work are done by auditors and investigative staff.

Lotteries

The Branch licenses charitable oganizations to operate bingos, lotteries and casinos and ensures that only legitimate charitable organizations are authorized to conduct such operations. At the conclusion of each lottery licensed by the Department, required reports are reviewed to ensure that the gross proceeds are properly distributed for prizes, reasonable operating expenses and charity.

The entire lottery licensing function has been computerized, and the system is increasing efficiency and decreasing the turn-around time for the public.

New Programs: Working With Industry

An amendment to **The Saskatchewan Insurance Act** allowed the Lieutenant Governor in Council to estab..sh three insurance councils: General, Life and Health, and Hail. This represents a new direction in self-administration by industry groups.

The first of the councils, the General Insurance Council (GIC), has been set up. It will assume responsibility for much of the day-to-day administration of legislation, including the licensing function of its agents and collection of licensing fees. Similar but separate councils for the hail and life insurance sectors of the industry are planned.

By working closely with the travel industry, an industry-based consumer protection plan was established.

The Branch is in the process of dealing with other industries using the concept of self-administration, notably those involved with real estate and prepaid funeral contracts.

Agricultural Implements Board

Under **The Agricultural Implements Act**, the Board works to improve the availability of repair parts and service for agricultural implements.

During the year, 126 distributors (representing 213 manufacturers) were registered in Saskatchewan. Inspections of 29 distributors facilities and 378 dealers facilities were completed. There were 724 licensed dealers at year end. Thirty-four new dealers were licensed and 38 licences terminated during the year. A total of 160 complaints regarding agricultural implements were received from farmers, dealers and distributors. As well, 588 information calls were handled by the office staff.

The Board continued to survey the major parts depots in Saskatchewan and as in previous years the depots continued to fill parts orders at a high percentage rate.

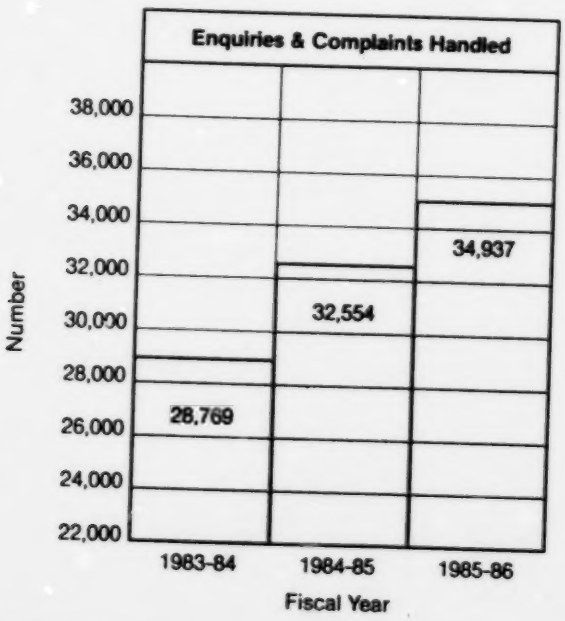
Four applications for compensation were received, and of those four, three await decisions early in the next fiscal year.

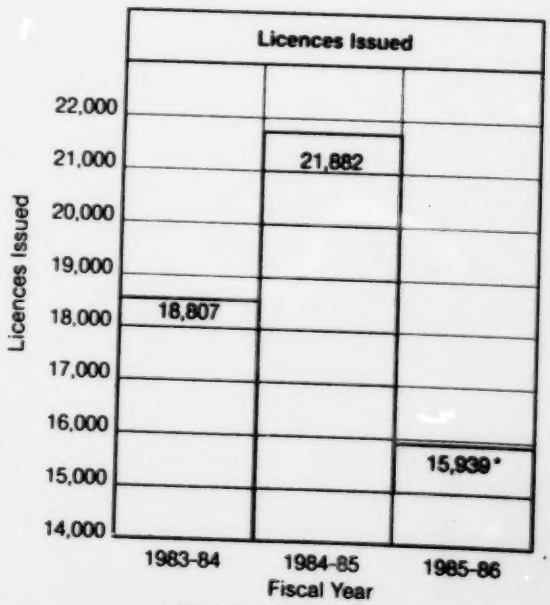
Enforcement

Under **The Direct Sellers Act**, there were 5 convictions and 47 rescission rights enforced.

Under **The Sale of Training Courses Act** there were 11 rescissions.

Levels of Activity





* Changes due to licensing requirements

Statistical Summary

Licences Issued	1983-84	1984-85	1985-86
The Auctioneers Act			
Auction Sales Companies	86	42	38
Auctioneers	32	34	24
The Cemeteries Act			
Cemetery Owners	5	5	8
Cemetery Salespersons	63	74	66
The Collection Agents Act			
Agents	21	8	5
Collectors	114	106	107
The Credit Reporting Agencies Act	4	5	2
The Direct Sellers Act			
Vendors	598	430	559
Salespersons	2,911	3,095	2,518
The Home Energy Loan Act	14	—	—
The Investment Contracts Act			
Investment Contract Companies	3	6	3
Investment Contract Salespersons	210	198	271
The Mortgage Brokers Act	4	5	6
The Motor Dealers Act			
Dealers	166	313	194
Salespersons	861	1,435	225*
The Pyramid Franchises Act	12	7	8
The Real Estate Brokers Act			
Real Estate Brokers	530	520	505
Real Estate Salespersons	2,565	3,084	2,546
The Sale of Training Courses Act			
Vendors	6	14	8
Salespersons	26	63	59
The Saskatchewan Insurance Act			
Insurers	324	325	417
Agents, Salespersons and Adjusters	6,768	6,624	2,489**
Section 190, The Criminal Code of Canada			
Bingos	953	1,906	2,383
Raffles	673	683	678
Casinos	28	34	37
Breakopens	1,514	2,569	2,633
The Theatres and Cinematographs Act	191	169	33***
The Trust and Loan Corporations Act	125	128	117

* Regulations no longer require licensing of salespersons.
** Insurance Councils have taken over some licensing responsibilities.
*** This Act is replaced by **The Film and Video Classification Act.**

Planning and Policy Branch

The Branch provides policy analysis and advisory services to the Department. It is responsible for assisting program managers and the Deputy Minister in policy development through planning and research. The types of activities conducted by the Branch include:

- reviewing the implications of federal and provincial initiatives which relate to consumer and commercial affairs and formulating strategy, background and position papers as required;
- co-ordinating legislative and regulatory changes;
- co-ordinating Department-wide projects;
- conducting research and providing policy analysis for program evaluation and development.

The Branch worked on the following Acts, regulations and agreements:

The Direct Sellers Act
The Credit Reporting Agencies Act
The Cost of Credit Disclosure Act
The Prepaid Funeral Services Act
The Insurance Councils Regulations (1985)
The Film and Video Classification Regulations
The Cemeteries Regulations
The Lottery Licensing Provisions
The Interprovincial Film and Video Agreement

The Branch provided support to the Saskatchewan Commercial Bingo Inquiry and to the Department in responding to the Inquiry's recommendations.

A significant portion of the Branch's efforts were allocated to analysing and responding to Federal proposals on regulating financial institutions. The Branch participated in consultations on other Federal proposals on bankruptcy, combines investigation and pharmaceuticals. The Branch also provided support to the Minister in meetings with her Federal and Provincial counterparts.

Other activities of the Branch included research and analysis of the travel industry, rent regulation, insurance, the food industry and gasoline pricing.

Provincial Mediation Board/Office of the Rentalsman

Under the **Provincial Mediation Board Act**, the Board assists debtors and creditors in mediating disputes and reaching satisfactory settlements for payment of indebtedness without the necessity of legal proceedings.

An agreement reached through the Board may alter, modify or rescind any mortgage, contract or agreement previously existing between the parties concerned. Any debtor or creditor may apply to the Board for assistance in arranging settlement of a debt or for consolidation of debts.

Office of the Rentalsman

Under the **Residential Tenancies Act** ,the Office of the Rentalsman administers those provisions of the Act which give the Rentalsman authority to make rulings on the following: disposition of abandoned property; arrears in rent; claims for compensation and damages; possession of premises; and disputes over statutory conditions which set out the obligations of landlord and tenant and which form part of every tenancy agreement. The Provincial Mediation Board administers the provisions regarding rent increases and security deposits.

Applications made by tenants and landlords in the areas of landlord/tenant relations and security deposits increased significantly.

During the year under review, an agreement between this Department and Social Services was made to allow Social Services to pay rent arrears for tenants before an Order of Possession is issued by the Rentalsman. Ongoing communications should provide an additional safety net for clients on social assistance.

The Rent Stabilization Program

The Rent Stabilization Program was introduced in December, 1983 to protect tenants from unreasonable rent increases. The Program also provides an opportunity for tenants and landlords to come to mutual agreement about rent increases without the necessity of government involvement.

The Program covers most rental units four years old or more in Saskatchewan cities and towns with populations of more than 2,000. Under the Program, tenants who receive a notice of rent increase have 30 days to ask for a review if they disagree with the amount of the rent increase. If the tenant does not request a review within 30 days, the rent increases will take effect at the end of the notice period. The number of tenant applications for rent review continues to decrease. Rent increases continue to average 5 1/2% under the Program.

Security Deposits

A landlord wishing to retain all or a portion of a security deposit, must apply to the Provincial Mediation Board if the tenant objects to the amount. The application is filed and the full amount of the security deposit, plus interest, is held in trust until a decision is made. An inspection of the premises and contact with all involved parties may take place.

The Landlord and Tenant Act

The Act applies to landlord/tenant relations outside of **The Residential Tenancies Act**. If a tenant objects to repossession by the landlord, he/she may apply to the Provincial Mediation Board for a prohibition order. Under certain circumstances, the Board can prevent eviction for a stated period, where "serious hardship" exists, by filing a prohibition order with the Court or the Sheriff. In farm cases, such an order would apply only to the buildings and the adjoining two acres.

Debt Management and Credit Counselling

Under Part X (Orderly Payment of Debts) of the federal **Bankruptcy Act**, and Section 6 of **The Provincial Mediation Board Act**, the Board is able to assist any debtor or creditor in arranging settlement of a debt or consolidation of debts, thus providing a practical alternative to bankruptcy. Services include the issuing of a "Consolidation Order" under the **Bankruptcy Act** or a voluntary agreement under **The Provincial Mediation Board Act** to arrange for affordable repayment contracts.

The credit counselling program provides preventative and rehabilitative services to individuals in the form of self-help information and confidential counselling. In addition, staff presented public seminars on the Board's role in debt management and credit counselling, and provided general assistance in sound management of money and credit.

Budget and credit counselling are provided to prevent debt problems and to assist in appropriate credit selection. Advice and assistance are provided for consumers with financial difficulties. Consolidation of debts may be arranged and a payment schedule set up which is acceptable to creditors and suited to the debtor's ability to pay.

Debt management and credit counselling services are located in Regina and Saskatoon and provided throughout the province.

Other Legislation Administered by the Board

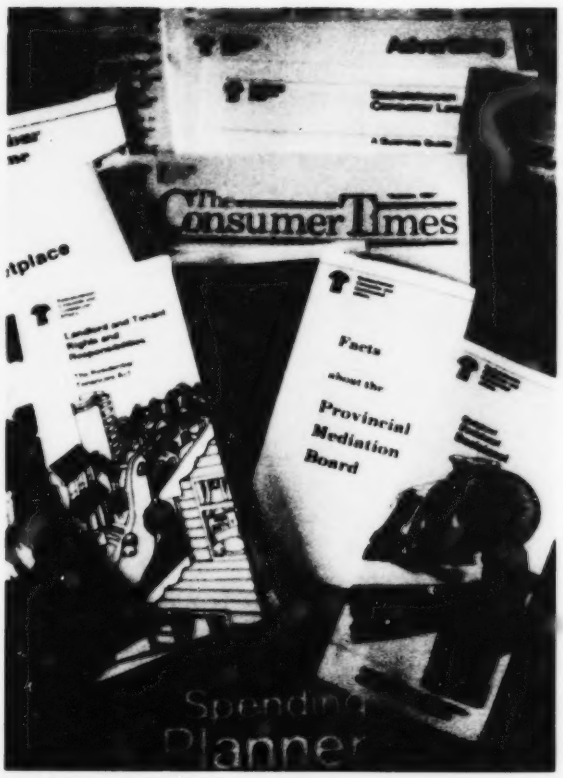
The following Acts are administered in part:

The Agricultural Leaseholds Act
The Farm Security Act
The Land Contracts (Actions) Act
The Tax Enforcement Act
The Limitation of Civil Rights Act

The Board also administers the section of **The Land Titles Act** which deals with the power to lease mortgaged land.

The Agricultural Leaseholds Act

The Provincial Mediation Board may settle a disagreement between a landlord and tenant for re-entry by a tenant to complete the harvest or remove harvested crops from the property formerly leased to the tenant. If the crop grown by a tenant has not been harvested within the time limit provided in the Act, an Order may appoint the landlord or some other person to complete and remove the harvest and give directions to dispose of and account for the crop or proceeds of any sale.



The Limitation of Civil Rights Act

Court officials tell the Board whenever an appointment is granted upon an application of a farmer under **The Limitation of Civil Rights Act** for a hearing with respect to a creditor giving notice of intention to repossess farm machinery. In these cases, the farmer receives notice from the farm implement company of intention to repossess after thirty days. He or she may, within a specified time, make application to the Court registrar in the judicial centre in which he or she resides, for a hearing before a judge. At the farmer's request the Board will mediate the dispute.

The Farm Security Act

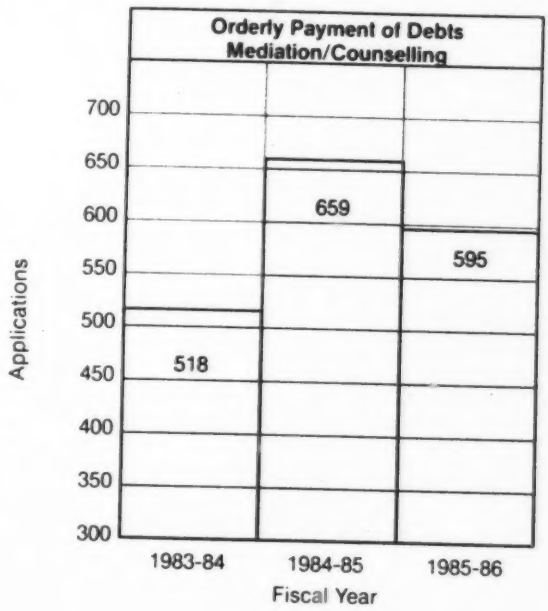
Upon application, the Provincial Mediation Board may settle any disagreement over the amount of crop to be delivered for payment of an agreement for sale or mortgage on land in any year. The Board may also decide whether the crop grown is a "crop failure." On consent of the owner or after investigation, the Board may, by order, exclude any mortgage or class of mortgage on land from the operation of the provisions of **The Farm Security Act**.

The Land Contracts (Actions) Act

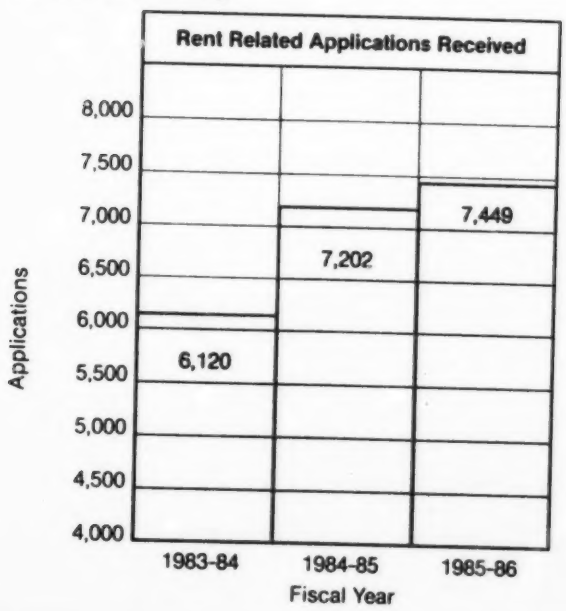
When an action is to be commenced for foreclosure of a mortgage on land or the cancellation of an agreement for sale, the plaintiff must serve the Board with a thirty day "Notice of Intention" before making application to the Court for a hearing before a judge. The proposed defendant is notified of the intended proceedings and is given an opportunity to arrange settlement with the assistance of the Board.

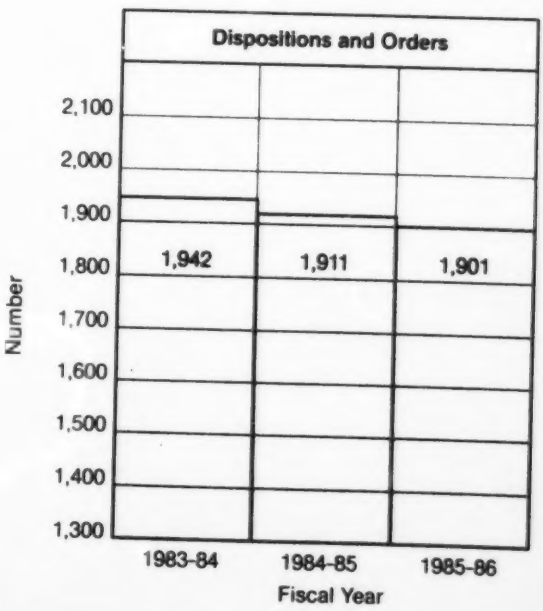
The Tax Enforcement Act

Under the Act, a municipal authority must contact the Provincial Mediation Board and obtain the Board's consent before any action may be taken to acquire title to land by tax sale.



Levels of Activity





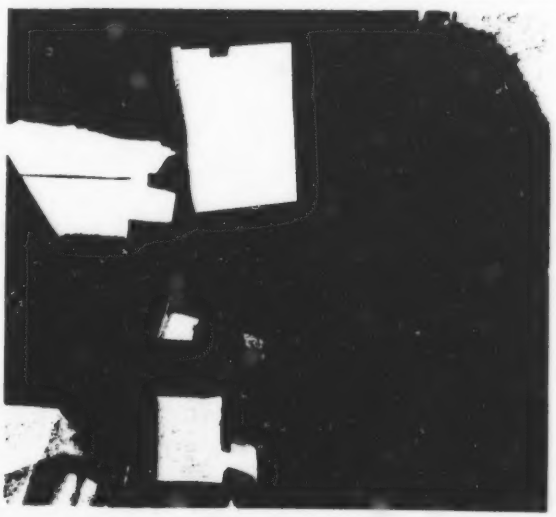
Statistical Summary

Area of Activity	1983-84	1984-85	1985-86
Rent Increases (Rent Control) Applications Received	901**	—	—
Landlord and Tenant Relations* Applications Received	3,087	3,539	4,307
Security Deposits Applications Received	1,389	1,852	2,335
Rent Review Applications Received	63***	—	—
Rent Stabilization Applications Received since Dec. 1, 1983	680	1,811	807
Total Applications Received	**6,120**	**7,202**	**7,449**
Debt Arrangements (Orderly Payment of Debt — Part X Bankruptcy Act)			
Mediation of Debt (Prov. Med. Board Act Section 6)	258	464	398
Budgeting and Credit Counselling	260	195	197
Total Caseload	**518**	**659**	**595**
Provincial Mediation Board Dispositions:			
The Land Contracts (Actions Act)	1,605	1,421	1,184
The Tax Enforcement Act	269	330	406
Orders Issued:			
The Farm Security Act	28	93	254
The Tax Enforcement Act	20	37	57
The Rural Municipalities Act	20	30	—
Total Dispositions and Orders	**1,942**	**1,911**	**1,901**
Writs Received	8,388	7,767	7,515
Budgeting Assistance and Client Interviews	1,243	1,170	1,296

* Includes such matters as:
- Disposition of Abandoned Property
- Arrears of Rent
- Claims for Compensation and Damages
- Possession of Premises
- Rulings on Dispute (Contravention of Statutory Conditions)

** Replaced by Rent Stabilization.

*** To December 31, 1983.



Auditor's Report

To the Members of the Legislative Assembly,
Province of Saskatchewan.

I have examined the statement of financial position of the Provincial Mediation Board Trust Account, Office of the Rentalsman — Security Deposits as at March 31, 1986, and the statement of changes in the trust account. My examination was made in accordance with generally accepted auditing standards and accordingly included such tests and other procedures as I considered in the circumstances.

In my opinion, these financial statements present fairly the financial position of the trust account as at March 31, 1986, and the results of its transactions and changes in financial position for the year then ended in accordance with disclosed basis of accounting.

Regina, Saskatchewan,
December 3, 1986.

W. G. Lutz, F.C.A.,
Provincial Auditor.

Statement 1
Provincial Mediation Board Trust Account
Office of the Rentalsman — Security Deposits
Statement of Financial Position
For the Year Ended March 31, 1986

Assets	**1986**	**1985** (unaudited)
Cash	81,180	66,200
	81,180	66,200
Liabilities		
Trust Accounts (Statement 2) Security Deposits	81,105	66,186
Ruling on Dispute	75	14
	81,180	66,200

(See accompanying notes to the financial statements)

Statement 2
Provincial Mediation Board Trust Account
Office of the Rentalsman — Security Deposits
Statement of Changes in Trust Account
For the Year Ended March 31, 1986

	1986	1985 (unaudited)
Security Deposits		
Receipts from Landlords	312,209	238,978
Payments to Landlord and/or Tenants	297,290	238,067
Increase/Decrease in Trust Account	14,919	911
Balance, Beginning of Year	66,186	65,275
Balance End of Year to Statement 1	81,105	66,186
Ruling on Dispute		
Receipts from Landlord or Tenant	934	2,290
Payments to Landlord or Tenant	873	2,519
Increase/Decrease in Trust Account	61	(229)
Balance, Beginning of Year	14	243
Balance End of Year to Statement 1	75	14

(See accompanying notes to the financial statements)

Provincial Mediation Board Trust Account
Office of the Rentalsman — Security Deposits
Notes to Financial Statements

1. **Accounting Policies**

   Interest:
   Interest received is refunded to the Consolidated Fund on a monthly basis.

2. **Administrative Costs**

   In accordance with established government practice, the Trust Account has not been charged with any administrative costs and no provision for such costs is reflected in these statements. These costs are borne by the Department of Consumer and Commercial Affairs from moneys appropriated by the Legislature for such purposes.

3. **Legislative Authority**

   Pursuant to Sections 35 and 47 of **The Residential Tenancies Act**, the Provincial Mediation Board Trust Account — Rentalsman Security Deposits — was established for the purpose of receiving and disbursing security deposit moneys.

Auditor's Report

To the Members of the Legislative Assembly,
Province of Saskatchewan.

I have examined the statement of financial position of the Provincial Mediation Board Trust Account as at March 31, 1986, and the statement of changes in the trust account. My examination was made in accordance with generally accepted auditing standards and accordingly included such tests and other procedures as I considered in the circumstances.

In my opinion, these financial statements present fairly the financial position of the trust account as at March 31, 1986, and the results of its transactions and changes in financial position for the year then ended in accordance with disclosed basis of accounting.

Regina, Saskatchewan,
December 3, 1986.

W. G. Lutz, F.C.A.,
Provincial Auditor.

Statement 1
Provincial Mediation Board Trust Account
Statement of Financial Position
For the Year Ended March 31, 1986

	1986	1985 (unaudited)
Assets		
Cash	100,486	58,382
	100,486	58,382
Liabilities		
Trust Account (Statement 2)		
Orderly Payment of Debt Program	50,439	43,669
Mediation of Debt Program	18,944	10,715
The Land Contracts (Actions) Act	—	1,498
Tax Enforcement Proceedings	31,103	2,500
	100,486	58,382

(See accompanying notes to the financial statements)

Statement 2
Provincial Mediation Board Trust Account
Statement of Changes in Trust Account
For the Year Ended March 31, 1986

	1986	1985 (unaudited)
Orderly Payment of Debt Program		
Receipts from Clients	333,826	305,559
Payments to Creditors	327,056	311,044
Increase/Decrease in Trust Account	6,770	(5,485)
Balance, Beginning of Year	43,669	49,154
Balance end of year to Statement 1	50,439	43,669
Mediation of Debt Arrangement		
Receipts from Clients	209,054	196,602
Payments to Creditors	200,825	194,645
Increase/Decrease in Trust Account	8,229	1,957
Balance, Beginning of Year	10,715	8,758
Balance end of year to Statement 1	18,944	10,715
Land Contracts		
Receipts from Mortgagors	33,746	44,441
Payments to Mortgagees	35,244	42,943
Increase/Decrease in Trust Account	(1,498)	1,498
Balance, Beginning of Year	1,498	—
Balance end of year to Statement 1	—	1,498
Tax Enforcement Proceedings		
Receipts from Property Owners	1,411,688	14,624
Payments to Municipalities	1,383,085	12,324
Increase/Decrease in Trust Account	28,603	2,300
Balance, Beginning of Year	2,500	200
Balance end of year to Statement 1	31,103	2,500

(See accompanying notes to the financial statements)

Provincial Mediation Board Trust Account
Notes to Financial Statements

1. **Accounting Policies**

   Interest:
   Interest received is refunded to the Consolidated Fund on a monthly basis.

2. **Administrative Costs**

   In accordance with established government practice, the Trust Account has not been charged with any administrative costs and no provision for such costs is reflected in these statements. These costs are borne by the Department of Consumer and Commercial Affairs from moneys appropriated by the Legislature for such purposes.

3. **Legislative Authority**

   Pursuant to Section 20 under the Regulations of Part X of The **Bankruptcy Act** and S.16, C.37, R.S.S. 1965, the Provincial Mediation Board Trust Account was established for the purpose of receiving and disbursing moneys for persons who have entered into negotiations for the settlement of debts.

Regional Offices

The Saskatoon and Prince Albert regional offices operate as the delivery system for four Department programs:

- consumer complaint handling (Licensing and Investigation Branch)
- education, extension and communications services (Education & Communications Branch)
- debt management, credit counselling and mediation (Provincial Mediation Board)
- landlord and tenant matters, including Rent Stabilization (Provincial Mediation Board/Office of the Rentalsman).

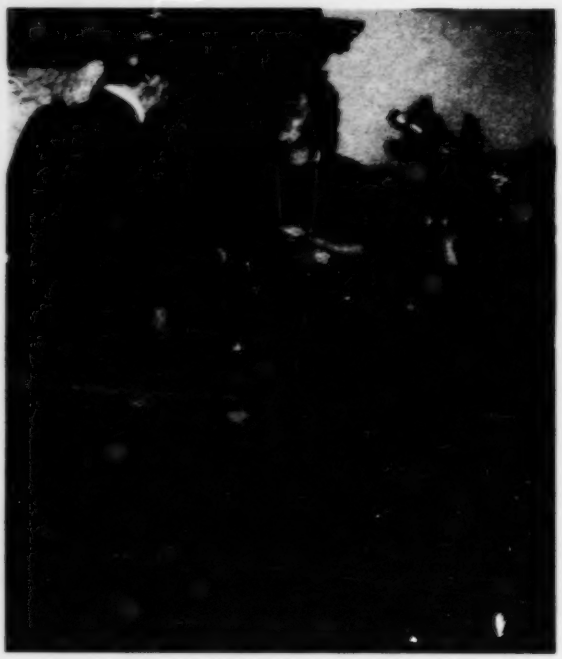
Annual statistics regarding the programs delivered from the Saskatoon and Prince Albert offices are included in reports from each Branch.

1871 Smith Street
Regina S4P 3V7
Phone: 787-5550

224-4th Avenue South
Saskatoon S7K 2H6
Phone: 933-5725

800 Central Avenue
Prince Albert S6V 6Z2
Phone: 953-2211

Eugenia Sackville, Saskatoon, winner of the Fifth Annual Consumer Award of Merit.



John Bushell of Canada Drug and Book, Regina, receives Heritage award for the oldest, continuously incorporated business in the province.